

The Safety Net

DIVISION OF DEVELOPMENTAL DISABILITIES



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

A Quality Assurance Bulletin

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Equal Opportunity Employer/Program

Under Titles VI and VII of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, and disability.

The Department must make a reasonable accommodation to allow a person with a disability to take part in a program service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program of activity because of your disability, please let us know of your disability needs in advance if at all possible.

To request this document in alternative format or for further information about this policy, contact the Division of Developmental Disabilities ADA Coordinator at (602) 542-6825; TTY/TTD Services: 7-1-1.

Responding To and Preventing Abuse

—Laurie Lockyer, CPHQ
QUALITY ASSURANCE MANAGER

A thorough understanding of abuse is everyone's responsibility. Society's concern about abuse and abuse prevention is always a priority — especially for our children and vulnerable individuals. Reports of abuse continue to be prevalent in today's society. Pick up a newspaper. Listen to the evening news or an afternoon talk show on television or the radio.

People with developmental disabilities experience abuse in the same settings as other people: at home, in school, and in the workplace. Abuse or neglect can be at the hands of family members, caregivers, strangers or paid providers. So what can we do? A contracted agency can impact safety for consumers in several ways, such as the following:

- Have a policy of zero tolerance for abuse, neglect or exploitation that begins with and is supported by upper management.
- Screen all potential employees by following all prescribed hiring practices.
- Encourage reporting requirements.
- Develop a newsletter with articles written by employees that focus on various topics related to consumer support, safe practices, and employee leadership.
- Promote a safe climate within units and organizations that allow employees to report to management any concerns they have.
- Ensure staff are oriented to the person they are working with so they are able to recognize signs of concerns. There are some indicators that are clear signs something is wrong, while some indicators are more subtle and require careful observation. As we interact with a person with a developmental disability, we should be paying close attention to how they look and act.
- Work closely with Adult Protective Services (APS), Child Protective Services (CPS), or the Police to fully investigate allegations of abuse, neglect or exploitation.

The Division addresses the problems of abuse, neglect and exploitation by carefully tracking all incidents of alleged abuse, neglect or exploitation. Monitoring of residential settings ensures hiring practices are followed, appropriate policies are in place, and employees are aware of their responsibility to report abuse, neglect or exploitation. Our support coordinators (case managers) maintain contact with consumers/families and are another mechanism of oversight for our consumers. We also trend incidents to see if any one agency, person, or a systems issue is identified. As noted above, the Division recognizes Adult Protective Services (APS), Child Protective Services (CPS) and the police often have the lead on investigating complaints, and agency staff work closely with these legal authorities. However, when systems issues are identified that may have contributed to the incident, the Division will further investigate and request a corrective action plan (CAP) from an agency or provider if systems issues are identified regardless of the outcome of the APS, CPS or police findings.

Abuse Awareness and Prevention is Everyone's Responsibility!

FOR ADDITIONAL RESOURCE INFORMATION:

<https://www.azdes.gov/dcyf/cps/reporting.asp>

<http://law.findlaw.com/state-laws/child-abuse/arizona/>

<http://www.ade.az.gov/pio/Press-Releases/Attachments/ReportingProcedures.pdf>

<http://law.onecle.com/arizona/public-health-and-safety/36-551.01.html>

Our Shared Responsibility
ABUSE


INCIDENT REPORTING TIPS


Reminders for all Qualified Vendors,
Independent Providers, and Division Staff


—LaWanna Bellerive
QUALITY ASSURANCE SPECIALIST

The purpose of incident management is to assist in promoting the health, safety, and general well-being of persons with developmental disabilities through the active reporting, investigating, tracking, and trending of incidents and the implementation of both individual-specific and systematic corrective actions and prevention strategies. To achieve this, it is necessary to ensure incidents are timely and clearly reported to the Division.

It is important to keep in mind the following "tips" when reporting incidents:


 Serious Incidents are to be reported to the Division as soon as possible afterwards, but no later than twenty-four (24) hours after the incident takes place.


 Incident Reports are to be written clearly, objectively, and in order of occurrence, without reference to the writer's opinion. Keep in mind these reports are available to family/guardians and are considered legal documentation.


 Provide demographic details about the individual:

- FULL NAME • ADDRESS
- DATE OF BIRTH • FOCUS ID NUMBER


 Include names and titles of witnesses to the incident in the narrative.

 Include the names of the staff alleged to be involved in or *responsible for the cause of the incident*.

 Provide a complete description of the incident; including the date, time the incident occurred, location, and all known facts. Remember to answer the who, what, when, where, and how of the incident.

 If the individual sustained any injury, provide the cause of the injury. Be sure to state when and where the individual received medical attention.

 Indicate if the responsible person was notified. If not, state why not.

 State if law enforcement, Adult/Child Protective Services, or Tribal Social Services were contacted. If so, indicate when and by whom.

FOR ADDITIONAL RESOURCE INFORMATION:

Division's Policy and Procedures Manual: Chapter 2100 - Incident Management
https://www.azdes.gov/uploadedFiles/Developmental_Disabilities/2100.pdf

**REMINDER: In the event of ANY consumer emergencies,
CALL 9-1-1 IMMEDIATELY!**

WE'VE MOVED!

Central Office Quality Assurance Unit

On June 30th the Central Office Quality Assurance Unit moved to the Sixth Floor of the Phoenix Financial Services Center Building (NE corner of Central and Osborn):

3443 North Central Avenue • Suite 601
Phoenix, AZ 85012

602.771.8122 • Office
602.636-5405 • Fax
Site Code: 004F



is presented by Division of Developmental Disabilities' Central Office Quality Assurance Unit. Articles are researched and compiled by Quality Assurance staff and Division Managers. Any questions or feedback? Please contact Steven Stencil at SStencil@azdes.gov or 602-817-6700.

FLU SEASON IS COMING!

Flu Shots Highly Recommended

Annette Lammon-Belcher, R.N.
HEALTHCARE SERVICES MANAGER

It is already that time "to get a flu shot!" The flu is a contagious respiratory illness caused by influenza viruses that infect the nose, the throat, and lungs. Complications of flu can include bacterial pneumonia, ear infections, sinus infections, dehydration, and even death.



The Center for Disease Control (CDC) recommends a yearly flu shot as the first and most important step in protection against the flu. Flu shots are currently available. The current recommendation is for everyone six (6) months and older to get a seasonal flu shot. Persons at high risk for serious flu complications, such as young children, pregnant women, persons with chronic health conditions like asthma, diabetes or heart and lung disease, and persons 65 years and older should be receive the flu shot. Also health care workers and care givers of persons in the high risk category need to get their flu shot. Please contact your health care provider for more information on obtaining your flu shot. [Source: Center for Disease Control]

FOR ADDITIONAL RESOURCE INFORMATION:

CDC.gov

<http://directorsblog.health.azdhs.gov/?p=1694>

BE ALERT!

—LaWanna Bellerive
QUALITY ASSURANCE SPECIALIST

SOME COMMON FOODS NOTED IN CONSUMER CHOKING INCIDENTS

Corn Dog ⚡ Hog Dog ⚡ Meat Ball
Vegetables ⚡ Peach ⚡ Apple Slice
Beef Steak ⚡ Dry Crackers
Peanut Butter Sandwich
Bean Burro ⚡ Nuts ⚡ Hard Candy



Team actions required when an individual has a choking incident?

- Reconvene ISP Team and review the consumer's ISP/ BTP/ Risk Assessment.
- If choking is not already identified on the Risk Assessment, make certain it is added.
- Determine strategies that will minimize the risk of choking from occurring again, e.g. cutting food into bite-sized pieces, increased supervision. If closer supervision is needed during meal/snack time, specify the level of supervision: "sitting next to and watching Joey eat" or "sitting across from Joey observing during all meals and snacks".
- Consider other actions that may be necessary, such as a referral to Primary Care Physician (PCP) to determine if a Swallow Study or a Nutritionist is required.

BE PROACTIVE!

Don't wait for a choking incident to occur before it is identified as a risk and preventative outcomes are implemented. Someone's chances of choking are much greater if, for example, they have a tendency to overfill their mouth, have difficulty chewing/swallowing, or rely on someone else to assist with feeding them.